

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Application Analyst
Reports to	Senior Clinical Application Analyst
Band	Band 6
Department/Directorate	Digital Services

JOB PURPOSE

The Digital Services Division is committed to a culture of continual service improvement. The post holder will be an advocate for this culture across their service area, contributing to and demonstrating continual service improvement in the services for which they are responsible.

The purpose of this role is to be the senior system manager for a number of patient-based administrative and clinical applications. Based within a small team providing system management services for a range of departmental and enterprise wide clinical information systems, the Clinical Application Analyst provides cover and support for system managers of other applications and therefore requires an understanding of all systems supported by the team.

KEY RESULT AREAS/ PRINCIPAL DUTIES AND RESPONSIBILITIES

The role includes:

- Responsibility for day to day management of the applications for which the post holder is assigned direct responsibility;
- Working with administration and clinical teams to deliver maximum benefit for patients through ongoing system optimisation to improve the efficiency and quality of the associated care pathways;
- As a senior member of the Clinical Application Services Team, involvement in the management and provision of a responsive and customer focused service to all clients within a Service Level Agreement (SLA) framework.

The post holder will:

- Be the assigned Clinical Application Analyst for some of the applications supported by the Team;
- Participate in the supervision and support of system analysts and assistants within the team as required;
- Demonstrate comprehensive knowledge and expertise in system management; and
- Support a broad range of system related service development, project and workflow development tasks as required.
- Be responsible for the day to day management of a number of applications managed and supported by the team;
- Play a leading role in the implementation of new functionality across the Trust with specific focus on systems management and methodology;
- Ensure a standard based approach for all systems with respect to relevant Local and National policies, procedures and standards; including those for Records Management, Information Governance, Data Quality, Clinical Safety, Quality Assurance and Information Security;
- Work with developers and Suppliers to ensure system compliance with NHS Information Standards;
- Liaise with product suppliers to implement and test software systems upgrades in conjunction with Trust Digital Services colleagues to assure safe system changes with minimal disruption to users;
- Manage the progress of incidents, support calls, change requests and other aspects of the service to a successful and timely conclusion and where relevant in line with the contractual SLA;
- Manage system integrity and back office functions;

- Ensure maintenance of system and reference files ensuring compliance with best practice, Trust and National standards;
- Monitor and report on system availability in accordance with the Trust requirement to support 24 hours a day, 7 days a week system availability for users and, in conjunction with the system suppliers and the Applications, Platforms and Infrastructure Services Team, be responsible for maintaining availability of the team's portfolio of applications;
- Under the supervision of the Information Asset Owner(s), to fulfil the role of Information Asset Administrator for the systems managed, and in this role, to maintain required system documentation and contribute to the maintenance of up to date system business continuity plans in conjunction with the Trust IT business continuity and disaster recovery plans, system level security policy and system information security risk assessment;
- Provide a responsive service across multidisciplinary teams, resolving problems in a timely manner;
- Maintain a resolution procedure which is reflected within the Trust escalation policy;
- Ensure accurate data is recorded within the systems to support performance targets identified local and national data submissions and returns including; Referral to Treatment Time, Cancer Waiting Times, CQUINs and System Performance;
- Foster links with counterparts at other hospitals for mutual support and to share best practice in the management and use of applications;
- Co-ordinate systems testing and documentation outcomes in a test report for audit and assurance in a manner consistent with good practice and compliant with specified Trust Standards;
- Work with the Digital Training Manager to develop robust training plans and support materials for routine training, service support and introduction of new functionality or applications;
- Support the user-base and co-ordinate systems support staff in the transition between different versions of a system or migration to a new platform;
- Act and be acknowledged as the Subject Matter Expert (SME) for relevant systems within the team's remit;
- With respect to business continuity, and disaster recovery; monitor and assess the viability of existing arrangements and advise on viable options for improvement;
- Work with clinical directorates and Trust management to identify and document existing functional specifications and support the development of new functional requirements to support evolving service frameworks and drive service improvement;
- Lead the design, development and maintenance of system protocols and procedures;
- Ensure timely and accurate reporting of system and team performance.

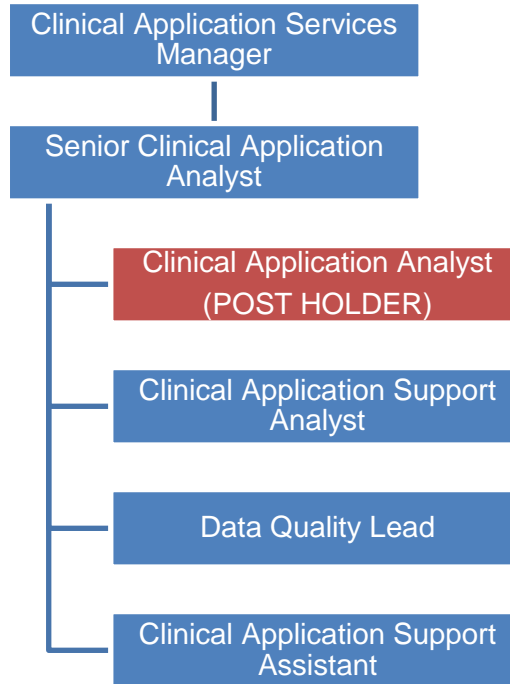
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Care Group Directors, General Managers • Trust Service Managers • Information Asset Owners • Finance and Procurement Departments • Digital Services colleagues • Internal Committees and Governance meetings • Trust User Base 	<ul style="list-style-type: none"> • External Clients and Partners • Epic technical experts and implementation team • 3rd Party Service and Solution Providers • Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- This role reports to a Line Manager, but may be involved in projects and therefore require reporting to Project/ Service Managers;
- Post holder works to broad occupational policies as the subject matter expert.
- Manage own time effectively to prioritise competing demands, generally working with minimal supervision; Own assigned tasks to successful completion;
- May be required to undertake other appropriate duties as required by Line Management;
- React rapidly, calmly, professionally and effectively to unexpected issues;
- Dealing effectively with uncertain and complex situations and optimising opportunities, but understanding the need to seek clarity when unsure.

COMMUNICATION/ RELATIONSHIP SKILLS

- Present highly complex and potentially contentious information to multidisciplinary groups;
- Develop and maintain strong communications and relationships across all potential users, particularly across clinical directorates to ensure the engagement of stakeholders and the successful integration of new clinical information systems into day to day working practices;
- Engage key stakeholders throughout implementation of new functionality and maintain this relationship throughout the system lifecycle;
- For the applications within the team's portfolio; act as the system suppliers' first point of contact in the Trust for the purposes of support and system management and coordinate/ oversee ongoing communication between Trust staff and system suppliers to ensure issues are promptly and successfully managed to resolution;
- Develop good working relationships with system suppliers and maintain effective communication to ensure high quality day to day support and that ongoing system developments and implementation are managed smoothly with minimal achievable disruption to service and to users;
- Communicate clearly with managed staff, system management team colleagues, wider Digital Services Division colleagues and system suppliers on the functionality and design of both front end and internal system processes and the operational/business processes into which they fit;
- Ensure system maintenance and administration documentation is obtained from system suppliers and internal procedures and protocols are documented and maintained in an effective system library along with relevant system change, issue and service logs;
- With others, communicate a range of complex and sometimes controversial or sensitive issues, relating to the managed systems, to staff of all levels within the organisation in a supportive and positive manner;

- Maintain effective channels of communication across Divisions/Clusters within the Trust.
- Persuade and negotiate when implementing new ways of working when there may be a resistance to change.

ANALYTICAL/ JUDGEMENTAL SKILLS

- Act with a 'problem solving approach' in order to identify and communicate challenges within the system in a manner that facilitates successful resolution;
- Identify and interpret complex facts and scenarios to be presented to senior management and clinical staff;
- Maintain an in-depth understanding of system processes and internal configuration and how they relate to the experience of users to ensure that the system is best configured and optimised to support users in effective and efficient use of the system.

PLANNING/ ORGANISATIONAL SKILLS

- The post holder will organise their own day to day activities;
- Take a lead role, where required working with Divisional Programme and Projects colleagues, in the planning and management of system implementation and upgrades, ensuring good communication and co-ordination between internal teams and system suppliers.

PATIENT/ CLIENT CARE

- Patient contact in this role is incidental.

POLICY/ SERVICE DEVELOPMENT

- Implements Digital Services policies for own area, proposes changes to Digital Services user working practices and procedures e.g. when planning for new projects, changes in legislation, new reporting processes, new training programmes impacting across the organisation(s);
- Substantially contribute to enabling sustained service improvement and reducing waste in the system workflow;
- On-going review of workflow process to ensure effective use of the information technology within departments and clinical directorates;
- Identify viable options for system change with the potential to improve efficiency; realise benefit and increase resilience;
- Lead quality improvement initiatives, identifying areas where processes can be improved and in conjunction with Users and the Clinical Application Manager/ Senior Clinical Application Analyst, design new processes to be trialled evaluated and implemented.

FINANCIAL/ PHYSICAL RESOURCES

- Safe use of own and others IT equipment;
- Support secure and safe operation of the incident logging system;
- The post holder will have a duty of care in relation to all equipment and resources used in the course of their work.

HUMAN RESOURCES

- Motivate staff of all levels within the Trust to adopt new systems and procedures;
- Promote continuous quality improvement to deliver maximum benefits to patients, staff and business processes;
- Day to day management for named staff within the Clinical Application Services Team. All staff within the team work across all applications and therefore line managed staff will be accountable to other senior staff within the team for some of their day to day work;
- Undertake staff appraisals;
- Ensure essential training is maintained for managed staff;
- Contribute to the team "Comm Cell" as key communication tool;
- Work closely with Clinical Application Services Manager and Clinical Application Analysts colleagues, to prioritise team workload and assign resources to tasks accordingly, taking account of the knowledge, skills and level of responsibility required;

- Provide system management cover for Clinical Application Services Manager and Clinical Application Analysts colleagues in their absence;
- Ensure that the Clinical Application Services Team are sufficiently skilled and empowered with respect to the managed systems within their care to ensure that there is continuous system and user support for all applications throughout normal service hours;
- Ensure that the Digital Training Team is updated with changes to applications and associated processes so that training and training materials can be maintained accordingly;
- Work with the Digital Training Manager to ensure that all staff using the systems are adequately trained and updated in a timely fashion;
- Ensure associated process and system changes across the Trust are effectively communicated.

INFORMATION RESOURCES

- Regular requirement to develop or create reports, documents, drawings;
- Interprets data, creates reports; designs, develops or programs and maintains computer systems;
- Maintains user IT accounts and system rights;
- Develop strategies to monitor, improve and promote input data quality;
- Ensure Trust managers and clinical directors are aware of, and fully utilise, any reporting functionality within the system to improve business intelligence and clinical informatics;
- Work with Business Intelligence, Clinical Coding and other Divisional colleagues to increase availability of information on system use, workload and system management to inform reporting cycles and service plans.
- Utilise system information effectively to monitor and report on the applications performance and support quality assurance.

RESEARCH AND DEVELOPMENT

- Regularly undertake requirements analyses, carry out research, gather, collate and present findings which accurately reflect the needs of stakeholders.
- Work with the Information Asset Owner(s) to ensure regular audits of data;

PHYSICAL SKILLS

- Advanced keyboard skills.

PHYSICAL EFFORT

- A combination of sitting, standing and walking with little requirement for physical effort. The post might require travelling, meetings in various venues and office-based work;
- Ability to lift and carry Information Technology (IT) equipment on an occasional basis.

MENTAL EFFORT

- The post will require concentration for long periods of time (over 50% of the working day cumulative) while maintaining patient records or testing, etc.
- The post will require the ability to maintain high levels of concentration whilst being interrupted to discuss with system managers and service users.

EMOTIONAL EFFORT

- There will be rare exposure to distressing or emotional where the postholder may have to support users under clinical pressures.

WORKING CONDITIONS

- Working conditions will be those which come with a job which requires travelling but is predominately office based;
- VDU user.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Clinical Application Analyst
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Educated to Degree level or equivalent professional experience, skills and training in a relevant discipline Evidence of continuous professional development to post-graduate Diploma level IT Service Delivery Methodology 	 X X 	 X
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Knowledge of clinical systems used in Healthcare and detailed understanding of system administration Knowledge of clinical practice within a hospital environment Change management skills and demonstrable experience of bringing order to complex situations and maintaining focus on key objectives Management skills to co-ordinate and direct personnel from different disciplines and with differing viewpoints and achieve pragmatic consensus Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information Numerate with high level of computer literacy Well-developed analytical and problem-solving skills Able to plan User Group meetings and lead consultations with staff groups 	 X X X X X X 	 X X X
EXPERIENCE <ul style="list-style-type: none"> Working with staff at all levels across a multidisciplinary Healthcare oriented team Demonstrable experience of working in multiple specialty settings, with evidence of understanding and supporting their workflows Proven experience of supporting users of patient-based systems and/or maintaining such systems in a system analysis, system testing or system training capacity Experience of managing system upgrades Experience of testing system changes and upgrades 	 X X X X X 	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Effective team player Proven team leadership ability Able to work on own initiative and manage a challenging workload Able to work to deadlines Consistent, reliable attendance Outstanding communication skills both written and verbal Proven ability to interact effectively with staff at all levels, both clinical and non-clinical Credible, convincing and trust-inspiring manner Enthusiastic, responsive to new demands, willing to learn new skills and welcome change Possess a good sense of humour and enjoy working with multi-disciplinary groups Able to deal effectively with unexpected situations, take advantage of opportunities and overcome problems Ability to interpret national guidelines, advising colleagues accordingly, 	 X X X X X X X X X X X X X X X 	

and planning change management strategies to ensure system/ organisational compliance		
• Able to motivate and manage system support staff	X	
OTHER REQUIREMENTS		
• Demonstrates ambition and clear personal career planning	X	
• Flexible to the requirements of the role	X	
• Requirement to travel to other sites as required	X	
• Ability to travel	X	
• There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota	X	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving	N				
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	Y	X			
Challenging behaviour	Y	X			